Naser Al-Shamari

Dentist -Medical Support & Elite Unit Specialist

A highly professional Medical Support & Elite Unit Specialist holding a Bachelor degree in Dentistry with many years of experience in the areas of health care, regulations of organizations, institutions that related to health care providing (MOH, CCHI, SFDA). Proficient in managing departments, controlling patient accounts, supporting major clients, directing and training teams, supporting company projects, building relationships internally and externally, and analyzing complex medical problems. Committed to providing the best patient care through communication and high-quality service. Currently, I am seeking a managerial position where I can utilize my experience to advance the organizational mission and objectives, and developing plans that support organizational strategy.

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Saudi Arabia

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CORE STRENGTH

- Expert in providing necessary recommendations in cooperation with senior management to improve operations and increase efficiency
- Highly knowledgeable of claims, and health insurance management as well as deep understanding of medical terminology
- Skilled in maintaining a good relationship with clients , insurance companies, gov parties, and physicians
- Proficient in ensuring compliance of employees and departments with regulations and laws
- Depth background in dentistry, with the ability to provide patients with several options for treatment
- Licensed and qualified from Saudi commission for health specialties. Ambition

WORK EXPERIENCE

Medical Support & Elite Unit Specialist

Al Rajhi Takaful For Cooperative Insurance Company

07/2020 - Present

Tasks/Achievements

- Director of Elite Department and Medical support unit specialist.
- Follow-up of government documents accounts and their requests and problems with the documents and large accounts of the company
- Monitoring +40K member and contact directly to VIP members.
- Follow up approval requests Claims requests and Referal cases if needed.
- Monitoring of major policies performance, Quarterly report presented for policies holders, discusses and solve the issues related to their performance.
- Solve and follow up all medical issues and problems related to our clients in all medical units such as CCHI, SAMA and customer services complains that related to medical claims, networks, underwriting, preauthorization, sales, brokers, hospitals issues.
- Work as case manager and provide opinions and recommendations in the co-ordination with approval doctors (preauthorization).
- Involved in the assessment committee of complex claims cases to ascertain pre-existing elements and validity of the claim.
- Reviews and evaluates medical claim activities on a regular basis, ensuring that established policies and procedures are being followed.
- Ensure ongoing department communications with customer service, sales, claims, network, underwriting, brokers and management as well as other Company or government departments to exchange information.

WORK EXPERIENCE

Medical Support Unit Specialist
Al Rajhi Takaful For Cooperative Insurance Company

Saudi Arabia , Riyadh

Tasks/Achievements

- Solve and follow up all medical issues and problems related to our clients in all medical units such as CCHI, SAMA and customer services complains that related to medical claims, networks, underwriting, preauthorization, sales, brokers, hospitals issues.
- Work as case manager and provide opinions and recommendations in the co-ordination with approval doctors (preauthorization).
- To be involved in the assessment committee of complex claims cases to ascertain pre-existing elements and validity of the claim.
- Assesses internal and external customer needs and manages activities to ensure services are delivered efficiently and timely as possible.
- Reviews and evaluates medical claim activities on a regular basis, ensuring that established policies and procedures are being followed.
- Ensure ongoing department communications with customer service, sales, claims, network, underwriting, brokers and management as well as other Company or government departments to exchange information.
- Maintains knowledge of current developments in the insurance industry, including regulatory issues and guidelines changes.
- Participates in special projects and performs additional duties as required.
- Contributes to a positive, ethical and respectful working environment and communicates openly with others.
- Models Company cultures both internally and externally//Work as a monitor for all new joined employees to ensure they receive full orientation.

Health Claims Quality Specialist
Al Rajhi Takaful For Cooperative Insurance Company

Tasks/Achievements

- Claims reviewing, processing, auditing.
- Productivity of adjudicator's team (follow-up)
- Claims reconciliations, settlements reports.
- Review quality of claims.
- Provider's routinely visiting, negotiations for rejection/abuse claims, recovery payments.
- Fraud detections.

General Dentist
Riyadh Medical Center

09/2017 - 03/2019 *Saudi Arabia ,Riyadh*

General Practitioner
Majestic Millennium Medical Complex

01/2015 - 06/2017 *Saudi Arabia ,Riyadh*

Tasks/Achievements

- Full time Dentist G.P
- Routinely performed oral examinations, restorations, extractions, prophylactic and other dental work.
- Developed and implemented individualized dental care plans for patients.
- Prepare patients for implants, handling prosthetic parts.
- Patient's aesthetic demands.
- Management of dental department
- Medical Director Assistant
- Work with accounting & marketing & Insurance department for clinics planning

Assistant Manager
Joman Dental Centers

07/2013 - 12/2015 *Saudi Arabia ,Riyadh*

Tasks/Achievements

- Developed and implemented individualized dental care plans for patients.
- Routinely performed oral examinations, restorations, extractions, prophylactic and other dental work.

WORK EXPERIENCE

General Dentist
Internship Trainee
07/2011 - 06/2012

EDUCATION

Diploma of Information Technology
NewHorizons
2001 *Saudi Arabia , Riyadh*

Bachelor's of Dentistry
Riyadh Elm University
2011 *Saudi Arabia , Riyadh*

Internship Certificate
Riyadh Colleges Of Dentistry And Pharmacy
2012 *Saudi Arabia , Riyadh*

SKILLS

Leadership abilities | Troubleshooting | Attention to details | Analytical Thinking | Monitoring skills | Communication | Decision Making Skills | Customer service | Performance evaluation | Report preparation | Multitasking | Work under pressure | MS Office

CERTIFIED COURSES

- Strategy Thinking : Doroob (2020)
- Self Management : Doroob (2020)
- Advanced Microsoft Office : Al Rajhi Takaful Academy (2019)
- Effective Communication : Al Rajhi Takaful Academy (2019)
- Leadership & Supervision Skills : Al Rajhi Takaful Academy (2019)
- Anti-Money Landry : Al Rajhi Takaful Academy (2019)
- Endodontics Treatment by Rotary System : Sirona, RCDP (2013)
- Porcelain Laminate Veneers: Keys to Perfection, Sanaya Dental Education (2013)
- Art Of Negotiations: Motmaena Training Center(2014)
- KAIZEN : Japan Embassy, Riyadh (2018)

LANGUAGES

Arabic
Native

English
Professional Working Proficiency